

HP TECH CAFÉ

TECH SUPPORT FOR THE
MODERN WORKPLACE



EASY ACCESS TO ACCESSORIES, SUPPLIES, AND SUPPORT

Every business depends on the reliable flow of information and the dependable performance of technology. Business technology makes us more productive and efficient—until something goes wrong. The growing complexities of today's mix of devices, software, and security risks make problem resolution more daunting for employees and IT experts alike.

That's where we come in. The **HP Tech Café** portfolio helps keep your business technology in tune, relieving the burden on your helpdesk and IT staff while keeping your employees happy and tech ready.





A custom Tech Café solution can include any or all of the following:



HP Tech Café Market vending solution

Provides instant, around-the-clock access to commonly needed supplies and accessories.



HP Tech Café Market locker system

Provide a secure, convenient location for staging devices and exchanging hardware for repair or replacement.



HP Tech Café Walk-Up Center

Offers face-to-face, multi-device, multi-OS tech support so employees can get prompt, expert assistance.

HP Tech Café offers multiple advantages for today's businesses.



Increased employee satisfaction with instant, self-service access to supplies
Increased manageability and accountability for supplies and accessories
Easily tracked employee transactions



Reduced turn-times for maintenance
Reduced downtime from missing supplies or malfunctioning hardware
Time for IT to focus on critical needs



Flexible pickup and exchange schedules for device repairs
Simplified inventory and replenishment of supplies and accessories
Enhanced security for supplies and devices

HP TECH CAFÉ MARKET

The anytime, self-service vending and storage solution

Productivity grinds to a halt when employees have to wait on necessary supplies, or for IT to repair or replace a defective device. Empower your workforce to be tech-ready anytime with HP **Tech Café Market**, an end-to-end vending and storage solution for instant access to accessories plus 24 x 7 lockers for device swaps or repairs.¹



Keep your staff happy and productive with instant access to tech.

Boost employee satisfaction with fast, self-service resolution of common helpdesk and tech support needs like failing devices or accessory purchases, even after hours.



Lighten the load on IT with a full-service vend solution.

Take the stress out of managing accessories by letting HP do the ordering, inventory, and replenishment for you. Easily stay up-to-date with ITSM software integration and real-time reporting.²



With you every step of the way.

Count on HP to get you running smoothly with an expert Transition Manager to train you on implementation techniques and an Account Delivery Manager for your ongoing services and support needs.



Locker system benefits



Instant, intuitive storage lockers.

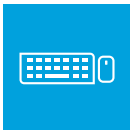
Reduce employee downtime by providing 24 x 7 access to smart lockers so they can drop off problematic devices, check out loaners, and retrieve devices after repair.



Efficient and secure device transfer, anytime.

Exchange shared devices between shifts using lockers with built-in security controls, power outlets, and CAT5 connections.

Vending machine benefits



Customised vending accessories.

Create the right mix for your employees with analytics that track preferences and deliver personalised configurations for accessories and supplies.



Easy procurement for employee purchases.

Take administrative steps out of supply purchases by linking to badges or cost locations so employees can grab-and-go while you analyze spending with real-time analytics.



Consolidate your helpdesk tools into one.

Use your existing ServiceNow management system with HP Tech Café Market to log tickets, track assets, review inventory levels, and access analytics.¹



Analyze activities and boost IT intelligence.

Simplify accessory purchases with optional spending controls and inventory tracking.¹ Smart storage lockers can track usage and send instant alerts to both IT and staff.



Personalise your HP TechCafe Market with your own branding in addition to HP branding.

HP TECH CAFÉ WALK-UP CENTER

Keep your staff ready and IT happy

Few employees have the experience and expertise to properly troubleshoot malfunctioning devices. An **HP Tech Café Walk-Up Center** deploys trained, onsite customer engineers who are ready to help your staff with fast, face-to-face, multi-OS and multi-device setup and troubleshooting.¹



On-the-spot resolutions.

Keep your employees happy and your tech up and running with fast, personalised, one-on-one IT helpdesk issue resolutions that get your staff back to work with minimal downtime.



Do more with your IT.

Empower your IT to focus on business-critical tasks and let the Walk-Up Center team manage end-user IT needs like configuration, helpdesk, maintenance, replacements, and disposals.¹



Tailored to your support needs.

Get a partner who works hand-in-hand with you, beginning with a site survey and then scoping desired areas like help tables, workbenches, and storage locations.

Implementation steps

- Create and share a statement of work (SOW) based on an assessment of visitor volume, location size, location selection, and investment.
- Consult on the construction of the center, including a site survey and guidance on design, signage, electrical and other installations, and furniture layout and purchasing.
- Provide hardware, software, and accessories for engineers and inventory.
 - Access to helpdesk, vendors, and second-level support
 - Inventory managements
- Provide engineers and support staff who are skilled, experienced, and certified.
- Provide tools to operate the center:
 - Collateral material
 - Queue management
 - Ticket log and management
 - Software for diagnosis, backup, images, helpdesk access, etc.



Key features



Get insightful analytics.

Track and collect data on common IT issues, device performance, accidental damage, and failure, customer engineer productivity, and troubleshooting success rates.¹



A human connection.

Create a better support experience that provides information and equipment right on the spot, instilling trust, increasing productivity, and improving employees' knowledge of their IT.



A range of services.

Take advantage of customer engineers who are trained in both technical knowledge and customer service, and ready to support your device lifecycle.¹



Customise your design.

HP will help facilitate the design of your Walk-Up Center with options including self-help desks, product displays, help tables, workbenches for hardware and supplies, and a storage area.



Staffing and education.

Rely on HP to help you assign and train the customer engineers, integrate the center into your existing workstreams and processes, and help you communicate its offerings to your employees.¹



For more information about HP Tech Café,
contact your HP Services Sales representative.

For more information, visit
hp.com/go/techcafe



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